DRAFT

INFORMATION SYSTEMS ADVISORY COMMITTEE
Radisson Fisherman's Wharf - San Francisco, California
March 13-14, 2001
8:30 a.m.- 5 p.m.

Committee members participating:

Keith Longie, Co-Chair, IHS, Phoenix
Don Kashevaroff, Co-Chair, Seldovia Village Tribe
Richard Church, CIO, IHS Headquarters East
Kay Culbertson, Nat'l Council for Urban Indian Health
Mike Danielson, IHS, Billings
Floyd Dennis, IHS, Nashville Area
Susie John, IHS, Tuba City
Carolyn Johnson, IHS Warm Springs
E. Crispin Kinney, IHS Headquarters East
Dawn McCusker, Great Lakes Inter-Tribal Council
Molin Malicay, Sonoma County Indian Health
Jim Roberts, National Indian Health Board
Jerry Shanks, IHS, Claremore
Ron Wood, Executive Officer, IHS, Navajo Area

Committee members absent:

Jaloo Zelonis, Nurse Consultant, IHS, National Clinical Councils

Additional participants:

Bob Beneke, Sup. Computer Spec., Aberdeen Area
Janet Bergemann, Computer Spec., California Area
Dan Cameron, Oklahoma Area
Mark F. Delaney, DMD, MCSE, HQWSMT
Gary Hartz, PE, Acting Dir., OD/OPH, IHS HDQ East
Wayne Isaacs, Sonoma County Indian Health
Richard Luarkie, ITSC Self-Determination Team, Albuquerque Area
Clark Marquart, MD, DMO/Deputy Director, Office of the Director, Portland Area
Robert McSwain, Director, OD/OMS, IHS HDQ East
Karen M. Mitchell, Admin. Support, ANTHC
Bruce Parker, ITSC Self-Determination Team, Albuquerque Area
Luana Reyes, Dir. HDQ Oper., IHS HDQ East
Rus Pittman, Dir. of ITSC, Albuquerque Area
Roland Tanner, Acting Director, DIRM, Phoenix

The meeting was called to order at 8:35 a.m.

MINUTES / AGENDA APPROVAL

The agenda for both days of the Information Systems Advisory Committee (ISAC) meeting was reviewed, with no additions/revisions noted.

REPORTS

Rus Pittman provided brief updates on the following:

ITSC Update:

- Staffing—review of current vacancies
- Distance learning—increased to 300 classes
- Telecommunication infrastructure—pilot phase for video conferencing (currently for Areas only)
- Universal Services Funding (USF)—staff providing assistance in seeking reimbursement from USF (currently only Albuquerque, Alaska, and Billings are seeking recovery)
- Caché
- Mitretek pilot test—VOIP
- Mitretek telecommunication analysis—traffic growth plan, cost benefits, and goal development for three-year plan.

Project Status: review of ITSC FY01 Priority Projects (see also complete status listing on all active ITSC projects by ISAC priority, http://home.ihs.gov/ITSC-CIO/Reports/index.cfm)

Discussion highlights:

- Patient Chart documentation in regard to the Master Patient Index (MPI)—the MPI number can achieve the same results as the current system, and can track without duplication.
- GCPR—currently a political issue, the project scope was narrowed and resources pulled back. The focus will be on the Department of Veterans Affairs (VA) relationship in regard to value to program.
- Intersystems Caché conversion from MSM—noted that the VA supports Caché, with no data problems associated with Caché. MSN products will have to be switched over and software tested. The goal is to align architecture with the VA, with each benefiting from a more open environment (focus on the user versus the programming aspect). For more information, see also http://www.e-dbms.com/ . Data movement and MPI—is in the design phase, with funds being sought to look at options.

CIO Update: Dr. Church distributed the IHS National Project Status sheet for ISAC member review. Discussion highlights:

- HIPAA compliance in regard to the IHS—the goal is to be in compliance with HIPAA before the actual law takes affect. The costs versus the benefits will need to be determined before moving forward with any technology. Reference transaction standards published on 10/26/00, and privacy standards published on 12/28/00. Security standards are expected to be published in May 2001.
- HIPAA team—an interdisciplinary team, with representation from 10 different Areas. A preliminary meeting will be held on March 22, 2001 to identify key participants and next steps.

Data Center / Data Quality Work Plan *Rus Pittman*

Discussion of Data Center and data quality issues. Noted that incremental improvements to the process have been made, with no significant changes to system. The FY99 User Populations, however, still have not been completed. Data issues include:

- Documentation—how data flows and is processed
- Communications—more open, with activities shared with the Stat and Executive Officers
- Data edits—what is being done to the data
- Access to data—who has access to the data
- Inequities—level the playing field
- Duplicate data
- Reports availability

Discussion of staff that are currently preparing data reports. Noted that better coordination is needed between the IT staff that prepare the data reports and the Stat Officers that analyze the data. There is concern with staff not being able to complete routine reports, especially in regard to bigger tasks like the FY00 User Populations. Additional concerns include staff retiring at the national level in regard to their knowledge base and new monies being awarded which are contingent upon accurate data being supplied at the tribal level.

ISAC members took a break at 9:35 a.m., returning at approximately 9:50 a.m.

Review of current projects that span the I/T/U and/or Data Center:

- ESS installation/RAID/on-line backup.
- SAS to DB2
- HL7 interface with HealthPro
- Data movement
- MPI
- PCC+
- SSA/HCFA data projects
- PCC data entry edits
- RPMS reports (1a, etc)
- Data marts

Discussion of the formation of a Data Quality Action Team—dedicated staff with the autonomy and authority to make immediate changes to the data system on the national and local level. Noted that it is within ISAC's authority to create an ad hoc technical workgroup (ref. to ISAC Charter), especially since there is the expectation for ISAC to fix data quality issues.

Data Quality Action Team membership would include: a team leader, statisticians (2), an epidemiologist, a statistical officer, a project manager/support person (2), an ISAC representative, a data warehouse/hardware representative, and a T/U/EPI Center/medical records representative. Funding is available for two of the positions—the team leader and one statistician.

The team would start meeting immediately to make recommendations on how to address issues. It was agreed that in order to get buy-in at the tribal level, deliverables will need to be demonstrated and impacts evaluated, and that an ISAC member would serve as the T/U representative in the interim.

Team focus areas will include:

- Developing a project plan
- Improving communications and reporting feedback
- Spreading best practices
- Developing measurements (to monitor improvements)
- Implementing changes to the system to provide accurate, measurable, and timely improvements to the national reporting system(s).

Next step: the Director of ITSC, IHS Albuquerque Area, will proceed with implementing the Data Quality Action Team, with a T/U representative identified to participate in team efforts.

Navajo 638 Update   *Ron Wood / Dr. Susie John*

Ron Wood, in coordination with Dr. Susie John, provided a brief update on the Navajo Nation Council 638 application, which was submitted on February 1, 2001. The Council felt that the application was incomplete in regard to tribal resolutions; a response letter has been received and this issue will be resolved during the negotiations process. Negotiations are scheduled to occur sometime in early April. The final application should be approved during their July session.

Discussion of contracting plans. The Navajo Area Office will be contracted first in 2001, followed by the Service Units in 2002. It has been decided that all IHS staff will be IPA. Other plans include leaving RPMS functions as they are for the first couple of years, immediately assuming business office functions, and contracting the IHS IT functions.

Budget—Enterprise Information Management/$3 Million   *Dr. Richard Church*

Discussion of the annual budget formulation process in regard to DIR funding for national IT upgrades and enhancements. Noted that current FY 2001 funds are being spent along the priorities identified by the ISAC. For FY 2002, some components of the budget are being revised, and there is support for a $4 million increase. Since work is just beginning on the FY 2003 budget, ISAC has an opportunity to advocate and present information to each Area budget formulation team.

Discussion of the national $36 million I/T/U Data Improvement Initiative Three Year Growth Plan and whether the plan meets current IT plan needs. ISAC agreement that the plan does not bring IT to industry standards, but does bring technology advances closer; IT investment at the local level will assist in addressing this issue as well.

ISAC members broke for lunch at 12:30 p.m., returning at approximately 1:45 p.m.

DECISION ITEMS

Service to Tribes Not Leaving Shares *Rus Pittman*

Discussion of IT support provided on a tier service model for those sites not leaving shares. The general principle is to work with each Area to determine if shares have been left and to encourage sites to buy back services through a Service Level Agreement (SLA) if they have not left shares; thus eliminating sites receiving services without charge. Shared that due to technical and contracting issues, some pieces of software outside of agreements have been provided by vendors to tribal and urban sites regardless if they left share; each tribal and urban site however was responsible for their own support. Proposed changes for FY 2002 include encouraging sites to leave shares at both the Area and Headquarters level and documenting through packages the services that will be provided, and blocking sites not connected to a VPN at the firewalls/routers.

Action taken: the ISAC approved the concept of a SLA package approach. Additionally, the Director of ITSC, IHS Albuquerque Area, will proceed with approaching each Area regarding buy back of services.

Further information regarding SLAs was presented on the second day of the ISAC meeting.

Large Systems Contract Renewal *Rus Pittman*

The Large Systems maintenance contract with Severn will expire in May 2001. The current contract provides coverage for MSM licenses and IBM hardware purchased under this contract. Contract funding considerations include the fact that many systems are not covered by this contract (Alaska, California, and others), the MSM to Intersystems Caché conversion will increase costs, and there is the cost of purchasing COTS for RPMS.

The proposed contract has been discussed with the ISCs and will cost $22 million. The contract will include the following:

- Coverage for sites as they convert from MSM to Intersystems Caché
- Coverage for all IBM/RISC systems—not just systems purchased under the previous contract
- Tiered service levels, with an option for Windows NT systems
- Contract extensions to allow tribal organizations that have not left shares the opportunity to jump onto the contract without additional expenses (within negotiated pricing structure)

Discussion of contract approval. Impacts to some Area and sites is that there will be new administrative expenses and maintenance services will not be provided at the same level as before. For tribes not leaving shares, no services will be provided.

Action taken: the Director of ITSC, IHS Albuquerque Area, will proceed with implementing the proposed Large Systems maintenance contract as presented.

ISAC members took a break at 3:00 p.m., returning at approximately 3:15 p.m.

Security - Peregrine Software *Rus Pittman*

Discussion of the Peregrine System Infratools Network and Desktop Discovery software which has the ability to map networks and inventory hardware at the server and desktop level. The software can be implemented at the Area or site level. There is tribal concern however in sharing information—what is on PCs (illegal software) and individual data; noted that IP address ranges can address this concern and the software does not look at individual data, just characteristics of programs/versions. User performance issues are minimal.

Discussion of the computer security act and the responsibility to identify network security risks, and SLAs dictating tribal compliance in regard to security issues. ISAC member agreement to keep discovery assessment at the WAN versus on the LAN level.

Action taken: the Director of ITSC, IHS Albuquerque Area, will proceed with implementing the Peregrine System Infratools Network and Desktop Discovery at the IHS level. For non-IHS sites, the reasons for and benefits of implementing the Peregrine Systems Desktop Discovery will be outlined in the SLA package.

ELECTION OF CO-CHAIR / STAFF TO CO-CHAIRS   ISAC Co-Chairs

Discussion of the election of new ISAC Co-Chairs, an IHS and Tribal representative, and the need for a half-time support person to assist with ISAC follow-up work. ISAC members agreed that both Keith Longie and Don Kashevaroff are doing a good job; both agreed to remain as ISAC Co-Chairs. In regard to a half-time support person, Luana Reyes stated that she has been discussing this need with Robert McSwain; the question now is where funding would come from at the Headquarters level.

Brief discussion followed regarding quarterly meeting needs and centralizing meeting locations. The frequency of ISAC meetings will be assessed on an ongoing basis, with the possibility of holding future meetings via video conference.

Action taken: Both Keith Longie and Don Kashevaroff agreed to remain as Co-chairs to the ISAC. Luana Reyes and Robert McSwain to address funding for a half-time support person.

ISAC Membership   *ISAC Co-Chairs*

Discussion of ISAC member terms which will expire before the next scheduled meeting. The seats up for reappointment include: IHS seats filled by Carolyn Johnson, Jerry Shanks, and Dr. John; and tribal seats filled by Dawn McCusker and the clinician seat previously filled by Dr. Diane Montella. Dr. John agreed to being re-nominated for her seat; the other members agreed to remain on the ISAC for two more meetings while recommendations for new appointments are solicited. Information that will need to be submitted with each nomination: a CV and relevant background information.

Action taken: Nominations for the ISAC seats up for reappointment will be solicited in coordination with I/T/U input for the ISAC Priorities. Dr. John will be recommended, along with four new nominees. Nominations are to be sent to the ISAC first for review, with nominations then forwarded to Dr. Trujillo for approval.

ISAC members reviewed remaining agenda items for discussion for the second day of the meeting.

The meeting adjourned for the day at 4:45 p.m.; the meeting will reconvene at 8:30 a.m. tomorrow.

WORKING SESSION

The meeting was called back to order at 8:40 a.m. on Wednesday, March 14th.

ISAC Priorities   *ISAC Co-Chairs*

Discussion of ISAC priorities in relation to the ISAC Work Plan. Noted that since some of the priorities have made a lot of progress and/or are now operational, their priority needs to be revisited. Review of ISAC Priorities by the previous ranking order, with new ranking listed below (revisions are noted in bold/italics).

Objective	Rank	ISAC Goal	Comments	New Rank
Billing	1	4	Main issue was revenue generation, with some progress made. An active group is discussing on a monthly basis.	*2*
Interoperability	2	1	Issue is connectivity with COTS packages—no ability to move data in/out of RPMS to the Data Center. Discussion of whether infrastructure should be added/or is a part of this objective—original thought was that interoperability did not relate to architecture, rather hardware elements, security, as well as standards	*6*
Annual Plan/**Budget**	3	2	***Agreement to add budget work to this objective.***	*9*
Tech Support	4	6	Improvements over the past two years: training for the help desk, intermediate levels of support, NPIRS, RPMS,	*3*

Objective	Rank	ISAC Goal	Comments	*New Rank*
			and the telecommunications section. The support pool however is not enough to meet needs; additional staff hired, with the HW/OP system group "beefed up." Working to fill two current vacancies. Concerns include Area staffing and retiring staff. Technical support contracts address access to folks with institutional memory.	
High Speed Connectivity	5	3	Caché servers are being looked at for HQ. Free bandwidth needed for video conferencing; additional wire will need to be purchased eventually, with work on internal redesign for traffic flow, as well as attention to security. Noted that $1 million in new router equipment went across all I/T/U. Discussion of rolling redundancy into this objective—**agreement to add capacity and reliability to this objective**.	*10*
Staffing	6	10	Initial discussions were resources necessary for staffing not being at the national level. Need to work with ISCs to look at current staffing and develop staffing models for sites.	*12*
GUI/**Computer Patient Record**	7	8	A more graphical user interface is wanted. There have been no new developments, only enhancements. The underlying issue is to improve the strength of infrastructure. Need to identify standards that are being agreed to (complimentary versus competing standards) and obtain user input in regard to what the user wants.	*4*
Training	8	5	Discussion of combining this objective with Tech Support. Agreement to keep separate.	*5*
~~MIS~~ **Decision Support**	9	7	Discussion of MIS meeting EIS criteria—the goal of the HQ group that tracks costs is FTE utilization. Other areas not a part of management include the accounting system, personnel system, and time and attendance. Discussion of disparate systems that do not communicate and are not cost effective in relation to the Clinger Cohen Act (work over next couple of years toward combining systems). **Agreement to rename this objective to Decision Support and add cost accounting.**	*8*
Standard Data Set	10	13	Political issues versus a technical one—issue is core data and format. Tribal agreement in regard to standard data sets—at the tribes discretion to participate and determine their data needs in order to manage their programs. Agreement to make the distinction in regard to technology infrastructure and the policy that defines it. Systems will need to be developed that support data policy decisions.	*13*
Data Quality	11	14	Agreement to move this priority up—data quality and billing linked, systems need to support each other to work (front end affects data quality). Objectives may need to be revisited. Discussion of changing name to data accuracy.	*1*

Objective	Rank	ISAC Goal	Comments	New Rank
~~Computer Patient Record~~	12	15	Agreement to merge this objective with GUI. Discussion of VA technology—will leverage their advances, **restate to government off-the-shelf.**	
~~Administrative~~ **Office Automation**	13	16	Discussion of administrative in regard to automation. Clarified Obj. A., driven by legislation for e-government; and Obj. B, is a part of Clinger Cohen and the ITIRB process.	*14*
Adequate Computers	14	9	Part of the issue was infrastructure at the facility level (Y2K has assisted in addressing this). Have more computers that are keeping up with technology, but not at the IT investment level—becomes a maintenance issue at some point. ISAC impact is the IT improvement initiative—local level funding will assist in addressing this. What is needed is a service level assessment document that outlines equipment/service criteria needed at the tribal level, leaving decisions at the local level. Noted that third-party collections a factor as well.	*15*
Partnerships	15	11	Expand in regard to establishing relationships with vendors.	*16*
Security			*New item included for comment by the I/T/U*	*7*
Infrastructure/ Architecture			*New item—interoperability will be revisited in regard to infrastructure/architecture.*	*11*

Action taken: the ISAC priorities will be distributed in the re-ranked order for I/T/U input. I/T/U comments will then be incorporated into the Strategic Plan, along with explanations for the two new sections, security and infrastructure.

The group took a break at 10:15 a.m., returning at approximately 10:30 a.m.

Service Level Agreements   *Bruce Parker / Richard Luarkie*

ITSC Self-Determination Team members Bruce Parker and Richard Luarkie presented SLA package information for ISAC review. The team is moving toward providing level of services by offering packages which clearly outline service expectations and involved costs. The goal is to provide understandable information to the negotiators/tribes to make the negotiations process simple and straight forward. An area that will be emphasized is that service provision is a partnership at both the Area and Headquarters level, not one or the other (taking shares from one impacts the other).

Discussion highlights:

- Needs—awareness of objectives and concerns, marketability of competent and skilled service providers, partnerships, service availability (more technology), and service delivery.
- Solutions—the contract specifically outlines provider responsibilities for service delivery and also responsibilities on the tribal side.
- Reasons to implement—client satisfaction, managing expectations, resource regulation, marketing IHS services/capabilities/competencies, cost control, and defensive strategy to define/meet expectations.
- Problem resolution—a contract provision has been included to address problems that arise.

Brief discussion of questions in regard to the following:

- Tribes without Site Managers—resources to fund dedicated, on-site resources (tribal issue). An SLA can address this through partnerships and provisions in the negotiated contract.

  Suggestion made to include additional information under the IHS DIR Self-Determination Resource Guide, page six, Site Manager definition, include project management and training needs.

- Value Added Services—included mainly as a resource for other project information.

- Packages revisions—needs can be negotiated; ITSC however does not want to offer an endless shopping list.

- RPMS applications list—monographs list applications.

Comments or suggestions to the SLA can be e-mailed directly to Richard Luarkie, richard.luarkie@mail.ihs.gov.

Tribal Consultation ($36 Million)   *ISAC Co-Chairs / Dr. Richard Church / Rus Pittman*

The $36 million I/T/U Data Improvement Initiative budget request that was agreed to at the November ISAC meeting was re-presented to the Executive Leadership Group (ELG) during February, and was also shared with the CHS Workgroup the week of March 5th. The ELG supports taking five percent of new monies—LNF, CHS, and Diabetes—to make up the funding, and Dr. Trujillo is supportive of ISAC's work to address data quality. Noted that the Oklahoma Area disagrees however in taking any portion of their funds.

Discussion of how to complete tribal consultation in order to obtain feedback and resolutions prior to national budget discussions.

Action taken: ISAC members agreed that they will share information at the Area level to gain support. The ISAC Co-Chairs and the Director of ITSC, IHS Albuquerque Area, will also discuss the budget request at the Directors meeting in Rockville, April 4-5, 2001, and the Tribal Self-Governance meeting in Minneapolis, April 10-12, 2001.

Dental Package Liaison   *ISAC Co-Chair Keith Longie*

The Dental Professional Standards Group (PSG) is looking at the COTS package for the dental component of RPMS. A request will be made to this PSG for an ISAC member to sit on this committee to serve as the communication link between this committee, ISAC, and the ITIRB.

Action taken: pending the request to the Dental PSG, Jaloo Zelonis, in coordination with Dr. John, were nominated to be the ISAC representatives to sit on this committee.

PLANNING FOR NEXT MEETING

The next meeting will be held at the end of the Technology Fair in Albuquerque, New Mexico, July 12 and 13, 2001; the meeting will begin at 1 p.m. on July 12th. The fall meeting date will be September 17 and 18, 2001, in Denver, Colorado. It was agreed that conference calls will be conducted prior to each meeting.

The meeting adjourned at approximately 12:30 p.m.

Dr. Church, Rus Pittman, and the ISAC Co-Chairs made an ISAC presentation to the Executive Leadership Group during their afternoon session on March 14th.